

UNIVERSITY OF KENTUCKY

Kentucky Homeplace

October 1 – December 31, 2019
Quarterly Report



Kentucky Homeplace <http://www.kyruralhealth.org/homeplace>

Funding for the program is a joint collaboration of the Kentucky Cabinet for Health and Family Services and the University of Kentucky and the Center of Excellence in Rural Health.

Picture was taken at Little Shepherd's Trail, Harlan County, Kentucky.

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Kentucky Homeplace

My Fellow Kentuckians:

During the months of October-December Kentucky Homeplace CHWs were busy winding up end of year activities and services with their clients preparing them for the winter months ahead. Chronic Disease Self-Management Program (CDSMP) and Diabetes Self-Management Program (DSMP) workshops resulted in the following: from July 01, 2019 to the end of 2019, 172 clients attended 384 CDSMP sessions and 83 clients attended 403 DSMP sessions throughout the service area.

As a result of a partnership with WellCare and Kentucky Homeplace funding was provided by WellCare to ensure clients were able to attend both CDSMP and DSMP by providing gas cards to attendees. Significant improvements in health outcomes were observed. The following statistics were released during a press conference held on October 3, 2019. Participants had a 10% reduction in ER visits, a nearly 13% reduction in non-emergency ER visits and a 23% decrease in inpatient admissions. Additionally, hospital inpatient days dropped by more than 27%. WellCare estimates the cost of healthcare for program participants fell by 13.5% – or nearly \$2,300 per year. These statistics speak volumes concerning the ability of CHWs to have positive impact on the health and well-being of their clients.

The values in the following report reflect the efforts Kentucky Homeplace CHWs for this quarter. Please take time to read the client encounters and the results of the satisfaction surveys to gain a holistic view of the impact of these dedicated individuals.

Quarterly Summary

For the period October 1, 2019 – December 31, 2019, the CHWs provided services for 1,867 clients. CHWs logged 5,616 hours on care coordination activities with a service value of \$133,717, amount of medication accessed \$2,675,556 and other service values (not medications) accessed were \$915,454 for a combined total of \$3,724,727.

The entire quarterly report is posted on the UK Center of Excellence in Rural Health's web page at <http://kyruralhealth.org/homeplace>. The report is found under the Kentucky Homeplace tab, Quarterly Reports and then click on October-December. If you wish to have a printed copy, please call 1-855-859-2374 or email me at mace.baker@uky.edu.

Sincerely,



William Mace Baker, RN

Director, Kentucky Homeplace Program



Program Activities

October 1 - December 31, 2019

Community Engagement Activities

Kentucky Homeplace Community Health Workers (CHWs) attended a press release in October regarding a partnership with WellCare of Kentucky involving delivering Chronic Disease Self-Management to clients resulting in significant reductions in emergency room and hospital admissions.

University of Kentucky Center of Excellence in Rural Health (UK CERH) Director, Dr. Frances Feltner, and Kentucky Homeplace Director, Mace Baker, presented “Ensuring Children Have Needed Health Coverage in Rural Appalachia Kentucky” at the World Rural Health Conference in Albuquerque, NM.

This past quarter the CHWs have attended numerous interagency meetings, diabetic coalition meetings, elder maltreatment meetings and wellness coalition meetings. The CHWs have presented Kentucky Homeplace (KHP) to several agencies in the service area.

Professional Development/CHW training

Three CHWs: Shelly Menix-Boyd and Greenup Counties, Darla Shepherd-Harlan County and Michaela Williams-Knott County, are currently taking an online training program “University of Kentucky’s -BREATHE”; once completed they will be certified as Tobacco Treatment Specialists.

All Kentucky Homeplace CHWs attended a NARCAN (Naloxone Nasal Spray) training at the quarterly KYACHW meeting held in Montgomery County in October.

Several CHWs attended CPR certification at UK CERH.

Other News

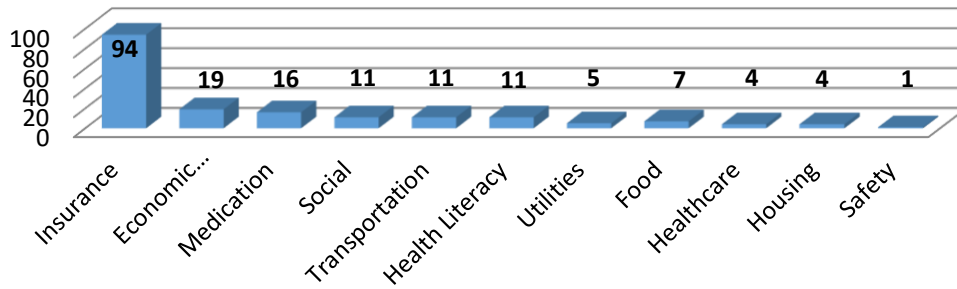
During December United Healthcare and UK CERH announced a \$35,000 grant to support the first-ever Students Striving Toward Better Health in Self and Community initiative, which will be available to Perry County and Hazard Independent high school students. Students enrolling in the program will receive tuition-free education and training for community health worker certification.

Kentucky Homeplace Community Health Workers completed their applications and submitted them to the Kentucky Department of Public Health to apply to become certified Community Health Workers.

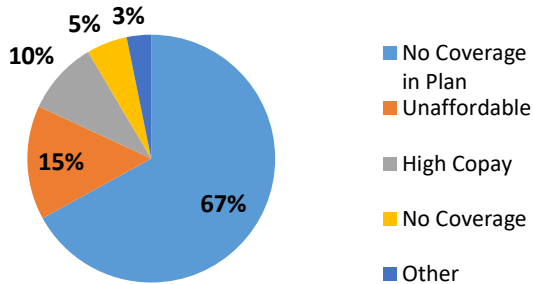
Pollyanna Gilbert, CHW for Wolfe and Powell County, has moved to a part-time position and will be covering the Powell County KHP office one day per week.

Courtney Charles, CHW for Estill County, transitioned to Wolfe County four days per week and one day in Estill County.

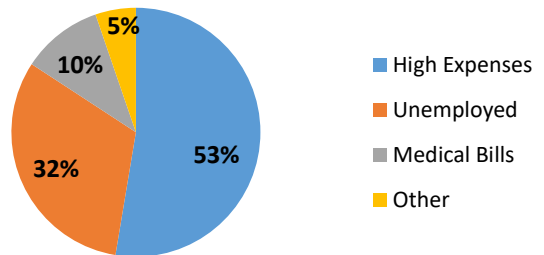
SOCIAL DETERMINANTS OF HEALTH BARRIERS TO CARE 10/01/2019 - 12/31/2019



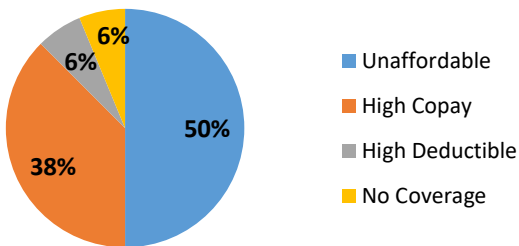
Insurance Instability Barriers



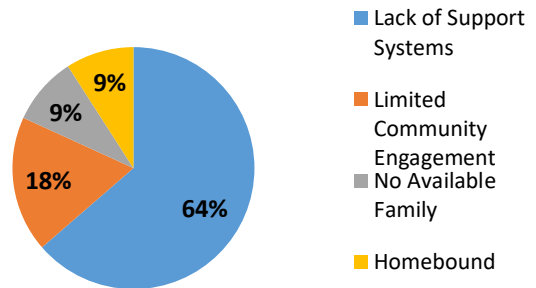
Economic Instability Barriers



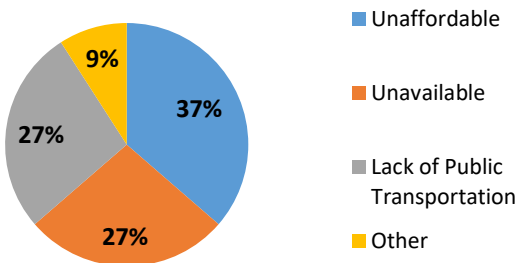
Medication



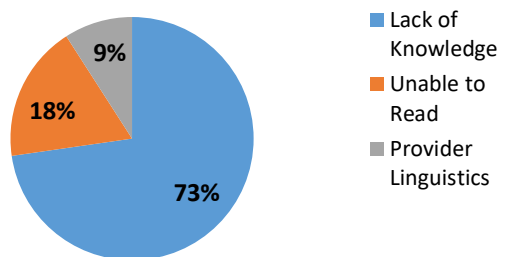
Social



Transportation Barriers



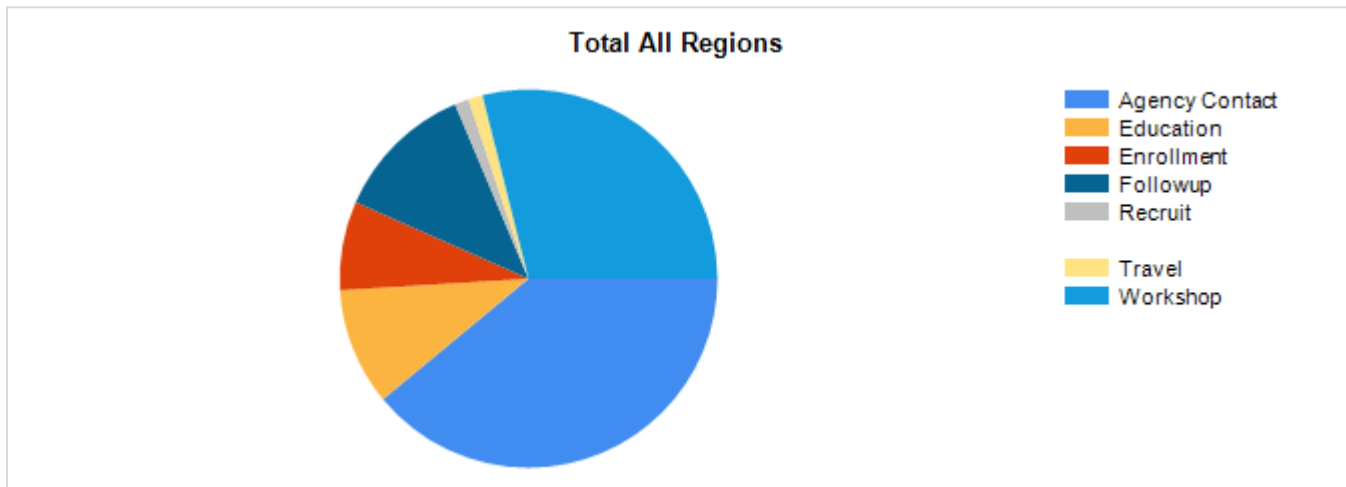
Health Literacy



Activity Summary

(Clients visited: 10/01/2019 – 12/31/2019)

Activity	CHW Hours
Agency Contact	2,189.78
Education	562.88
Enrollment	427.67
Recruit	66.08
Travel	70.28
Workshop	1,623.83
Grand Total:	5,616.12

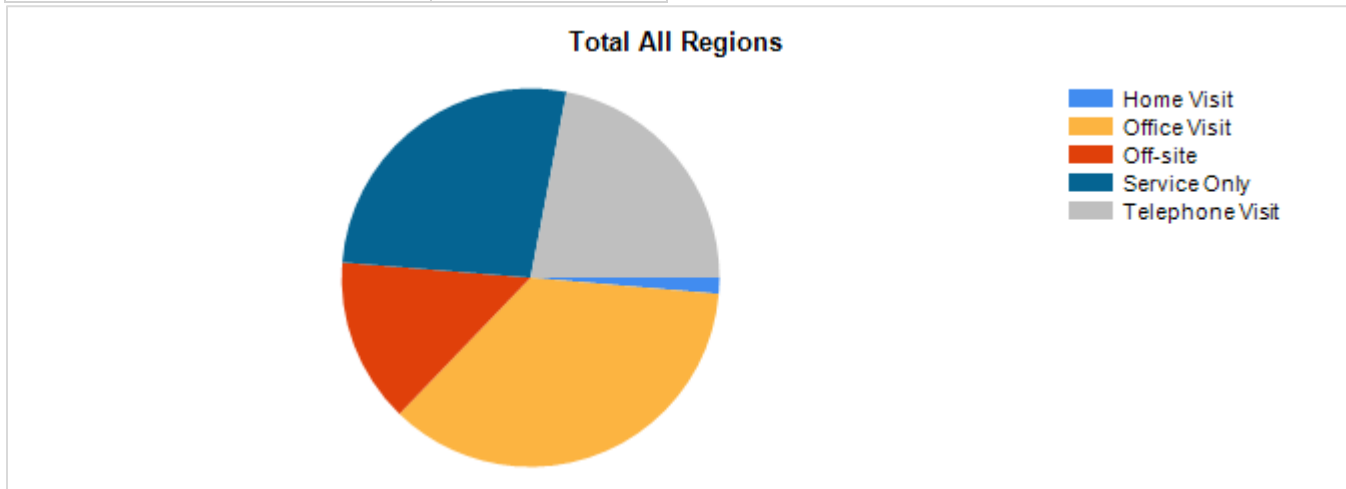


Total service value for 5,616 hours equals \$133,716.96.

Visit Summary

(Clients visited: 10/01/2019 – 12/31/2019)

Visit Type	Client Visits
Home Visit	72
Office Visit	1,877
Off-site	738
Service Only	1,402
Telephone Visit	1,150
Grand Total:	5,239

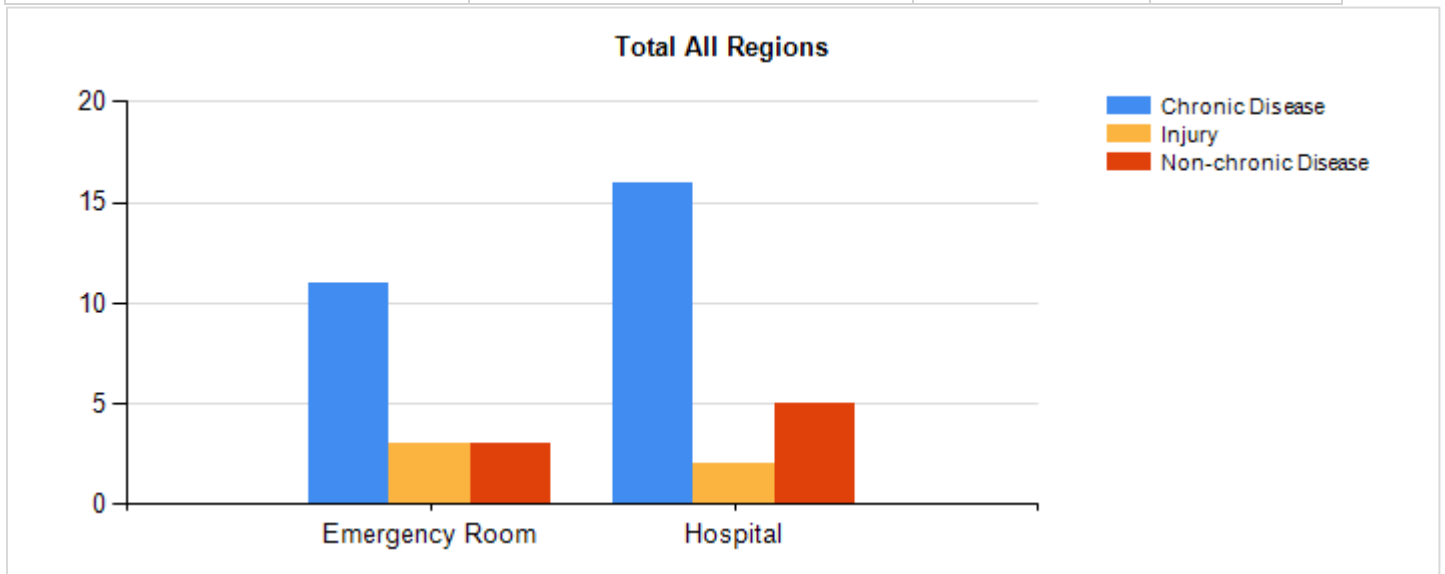


* Service only involves any actions taken on behalf of the client while the client is not present.

Hospital-ER Summary

(Clients visited: 10/01/2019 – 12/31/2019)

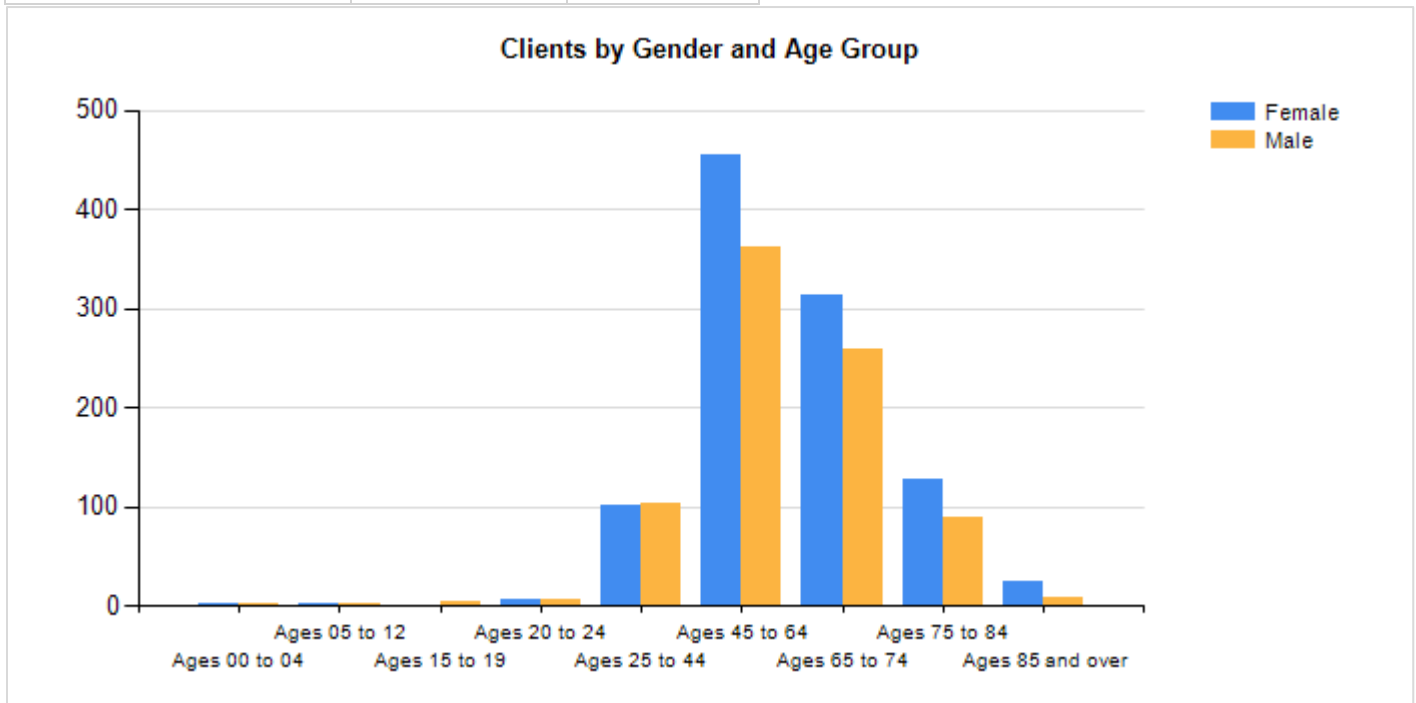
Episode Type	Reason	Episodes	Days Stay
Emergency Room	Chronic Disease	11	0
Hospital	Chronic Disease	16	76
Emergency Room	Injury	3	0
Hospital	Injury	2	2
Emergency Room	Non-chronic Disease	3	0
Hospital	Non-chronic Disease	5	10
Grand Total:		40	88



Age Gender Summary

(Clients visited: 10/01/2019 – 12/31/2019)

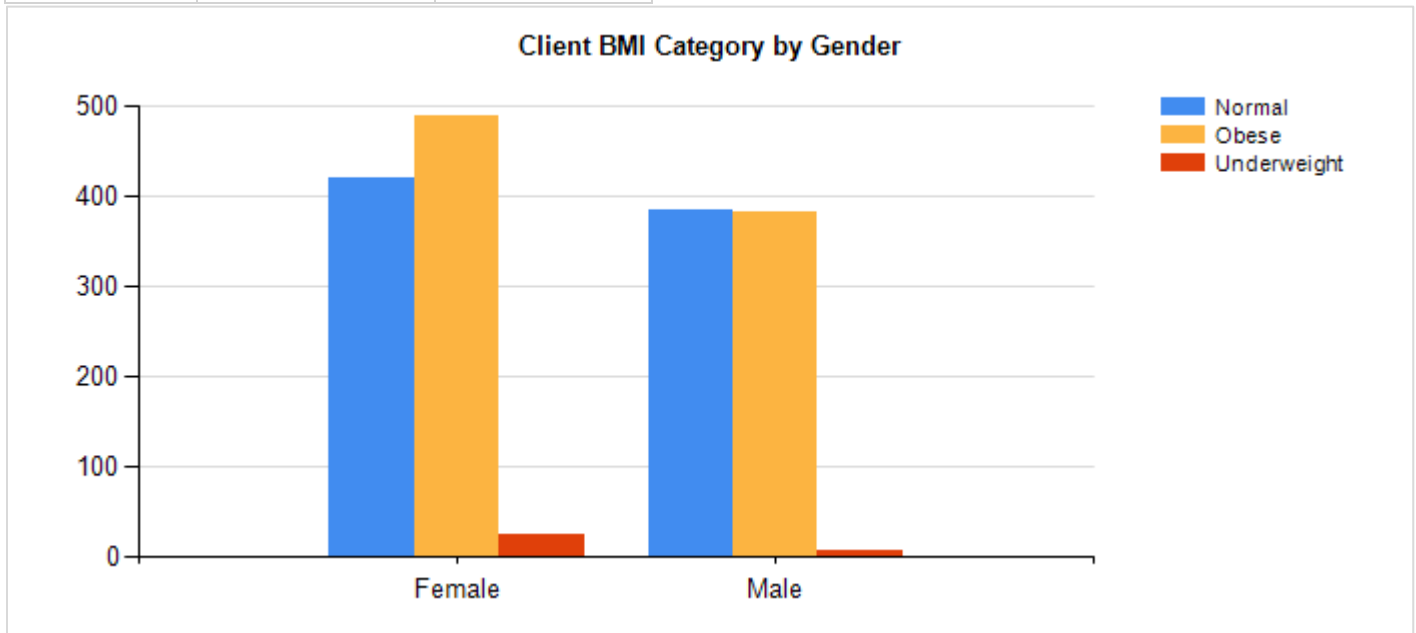
Age Group	Female	Male
Ages 00 to 04	1	1
Ages 05 to 12	2	1
Ages 15 to 19	0	4
Ages 20 to 24	7	6
Ages 25 to 44	102	104
Ages 45 to 64	454	362
Ages 65 to 74	314	258
Ages 75 to 84	128	89
Ages 85 and over	25	9



BMI Category Summary

(Clients visited: 10/01/2019 – 12/31/2019)

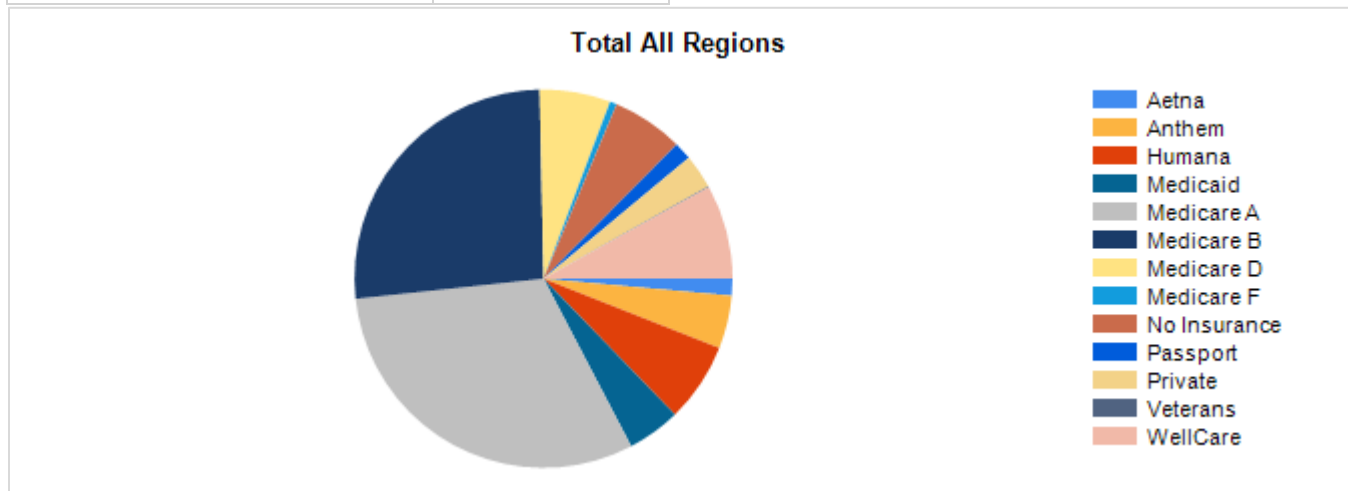
Gender	BMI Category	Clients
Female	Normal	421
	Obese	489
	Underweight	24
	Total:	934
Male	Normal	386
	Obese	382
	Underweight	7
	Total:	775
	Grand Total:	1,709



Insurance Summary

(Clients visited: 10/01/2019 – 12/31/2019)

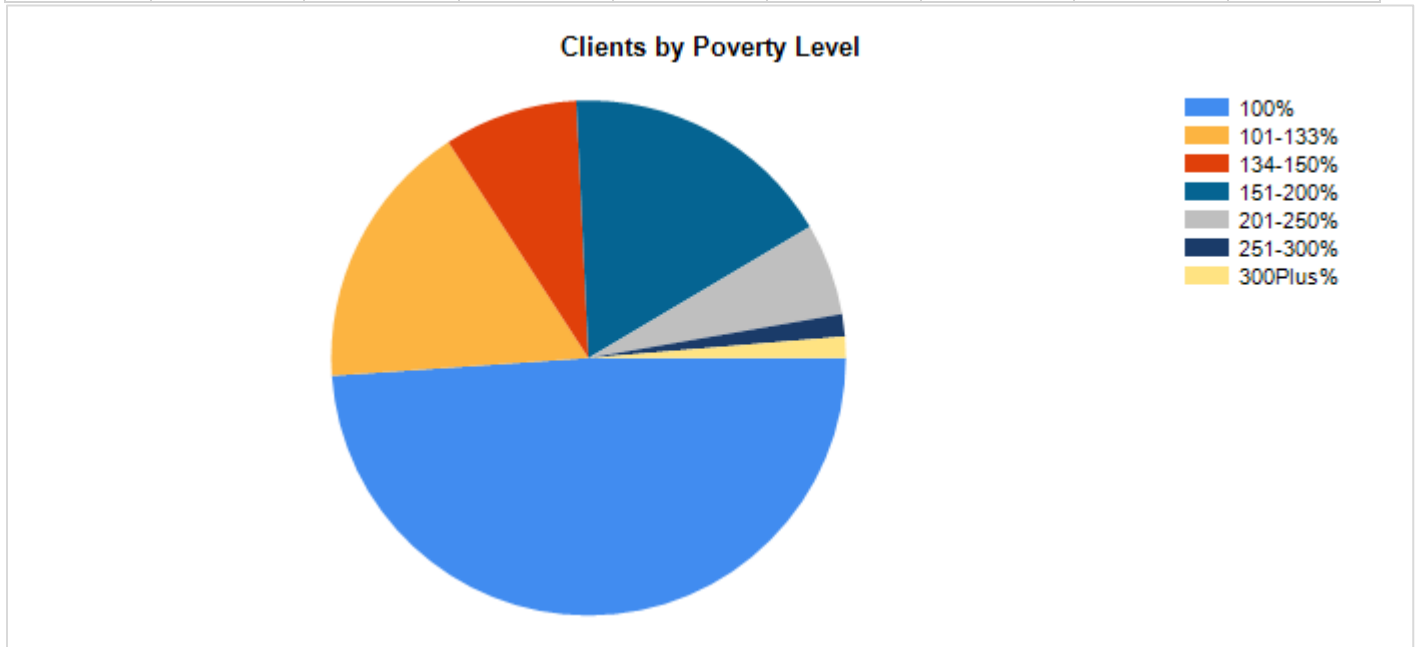
Insurance Type	Clients
Medicare A	1,010
Medicare B	860
WellCare	262
Humana	221
No Insurance	200
Medicare D	198
Medicaid	149
Anthem	148
Private	95
Passport	49
Aetna	47
Medicare F	19
Veterans	3



Poverty Level Summary

(Clients visited: 10/01/2019 – 12/31/2019)

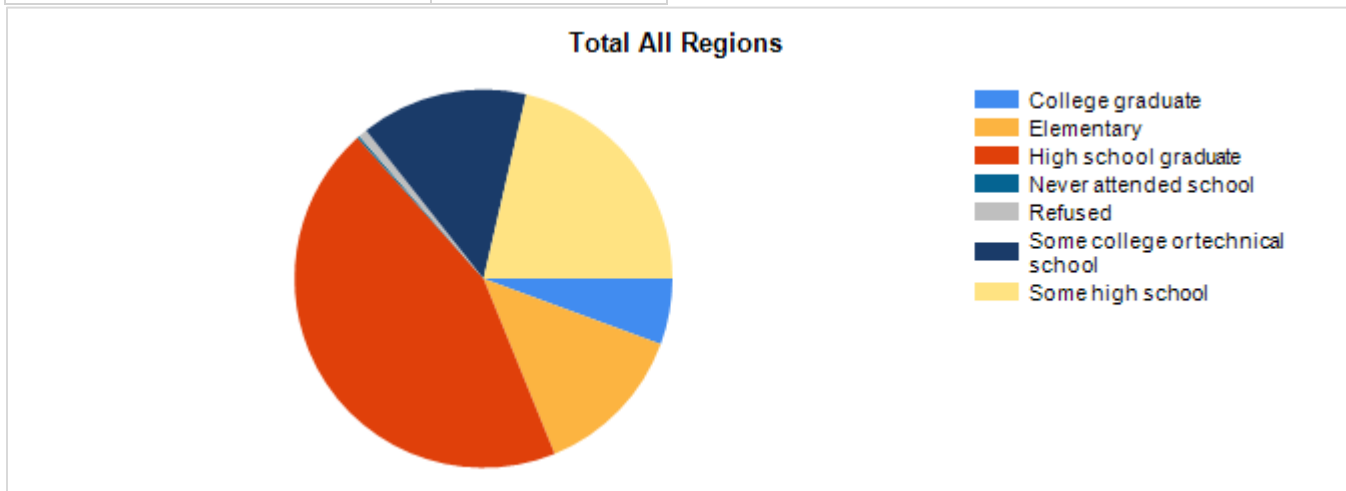
	100%	101-133%	134-150%	151-200%	201-250%	251-300%	300Plus%	Total
Clients	913	316	157	322	108	26	25	1,867



Education Level Summary

(Clients visited: 10/01/2019 – 12/31/2019)

Education Level	Clients
Never attended school	4
Elementary	247
Some high school	399
High school graduate	831
Some college or technical school	267
College graduate	105
Refused	14
Grand Total:	1,867

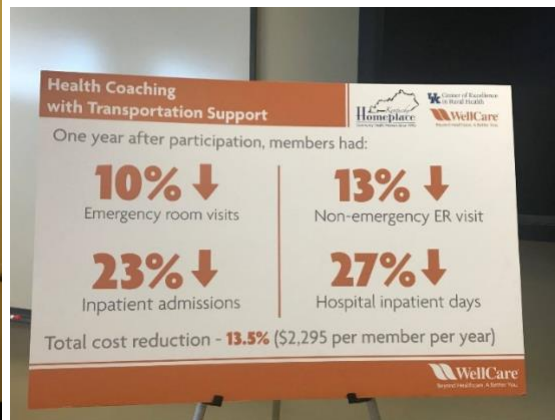


Kentucky Homeplace November Staff Meeting
at
UK Robinson Center



Left to right: Pollyanna Gilbert, Judy Bailey, Carole Fraizer, Kathy Slusher, Courtney Charles, Samantha Bowman, Kimberly N. Smith, Kimberly R. Smith, Barb Justice, Katie Dampier, Michaela Williams, Darla Shepherd, Amanda Goolman, Anglea McGuire, Elizabeth Smith, Shelly Menix, Shirley Prater, Mary Bowling, Janet Kegley, LaDonna Roberts, Kathy Hamilton, Ashley Gilbert and Mace Baker

WellCare joined with Kentucky Homeplace to help those with chronic diseases attend prevention and disease self-management courses (Chronic Disease Self-Management workshops-CDSMP and Diabetes Self-Management workshops-DSMP). WellCare provided gas cards so members could afford to attend the classes conducted by Kentucky Homeplace CHWs. The study showed a 10 percent drop in trips to the ER, a 23 percent drop in hospital admissions, and a 12 percent drop in healthcare costs.



30 County Service Area



Central Office
Mace Baker, Director
750 Morton Blvd., Hazard, KY 41701
855-859-2374



Client Encounters Actual Situations Encountered by Community Health Workers

October 1, 2019 - December 31, 2019

❖ Holidays in Eastern Kentucky can be a stressful time for so many families. The struggle to make sure there is enough food on the table is a task in itself. Many of my client are proud people not wanting to ask for any kind of a hand out.

While completing an assessment with a new client I learned that she was a single grandmother taking care of three of her grandchildren, these children had been abandoned, just dropped off without any contact from their mother or father. My client was having a hard time providing clothes and food. The mother and father were still receiving food stamps for the family, due to substance abuse none of the services provided by the state was given to the children. The Grandmother could not receive SNAP assistance for the Children even though they were in her care due to the parents having the children listed on their Case.

Kentucky Homeplace provided her with vision and hearing needs. I was able to help her receive new eyeglasses from a very special program that we work with and hearing aids with her out of pocket cost waived. I collaborated with local churches and food banks to assist with food and clothing for the children. These services will help provide her grandchildren with a sense of normalcy during a difficult time this Holiday season.

❖ I am working with an elderly male client that lost his wife in the past couple of years. He was having problems understanding the letters he received and could not see enough to drive. He came in to discuss his needs and I determined he needed to sign up for the QMB program. He also needed help with eyeglasses, help getting food stamps, heating assistance, and did not know who or where to start. I completed the interview and filled out the form for a program to help him get new glasses. I went with him to the Cabinet for Families and Children to assist him with getting food stamps and QMB. I went with him to the Social Security Office to fill out forms to get information on what he needed to do to change his contact information because he had lost his wife. He was having problems talking with the agencies because he always had his wife to do everything for him and did not understand the questions they asked him. I was able to give him the support he needed to go to apply without being scared.

❖ During this quarter I have worked with many clients that needed health coverage during open enrollment through the Marketplace. Clients called Kentucky Homeplace stressed, confused, and worried about the extreme increase in their premiums and deductibles for their health and drug coverage for the upcoming year.

Over half of these clients decided to opt out of marketplace insurance all together for 2020 and go without coverage because the cost of the new plans was more than their mortgage payment and they could not cover the cost of the increase along with the deductible being over \$14,000 per year. Worried about how they were going to be able to access their life saving medications without insurance they were relieved to learn that they could receive other help through Kentucky Homeplace during their visit.

After reviewing their drug list, I was able to help them through various programs to either receive their medications at low or no cost. I was able to help some of the client complete and get approved for physicians and hospital discount programs and some clients were able to receive free eye exams

and glasses. I am thankful to be able to work with a program like Kentucky Homeplace that allows us as Community Health Workers to think outside the box, to be able to assist clients when they are so worried and stressed. It's a wonderful feeling to be able to take some of that burden off of them and help them find a resolution that works better for them and their families.

❖ So today ended my six- week class for the Diabetes Self- Management Workshop that I hosted at a local agency in my county. I asked them to share some stories about the class. Through a partnership with WellCare we were able to provide our clients with gift cards to assist with transportation. This is what was said:

- I am saving all of my gift cards for Christmas. I always struggle during the holidays and this will help with gifts and food.
- My grandson's birthday is today and I am giving him a gift card.
- By having the gift cards, I have been able to purchase healthier fresher foods.
- I loved this class. I would rate it as 11 out of 10.
- This class has gotten me out of the house; it gives me something to look forward to. Can we keep having it?
- Oh, you two KHP workers are angels. I love you.
- I have never had diabetes education before this class. I have been a diabetic for 10 years and have learned more these last few weeks than in those 10 years.
- Can you come back and talk about Heart Attacks.
- I loved this class, I had to miss some because my mom was sick but I am glad I got to come to the ones I did. I did learn stuff about diabetes.
- I didn't know I should have known my A1C? I didn't know what that was until this class.
- Preparing food is hard for me and this book has helped me with carbs and calorie counting.
- I think writing down our problems and needs and action plans have helped me the most. I am happy I got to be in the class.
- Thank you for coming here and talking to us. I didn't understand what having diabetes meant. My doctor set me up for appointment with a dietitian but I didn't have a ride to get there. This class has helped me.
- The gift cards and the class were good.
- I took my gift card to Walmart and bought me a curtain rod that I needed for months now.
- I bought milk and bread with my gift card last week and still have some money left on it.
- I am saving my gift cards for family at Christmas.
- I loved this class because it got me out of the house. I never get out and it has helped me with that. I loved the information that was given to us.
- This class has made me be more alert to my body and its needs.
- My doctor never has looked at my feet. I am going to take my shoes off next visit and make him.
- I learned from this class and would do it again.

Not one person had a bad thing to say about our discussions. They were just happy to be there and hear about diabetes. Most of them had not seen a dietitian or nutritionist. Over half of the people didn't know what their A1C was.

❖ A local clinic sent a man to me whose Medicaid ended without any warning to him. He had aged out of the Medicaid system, and because he had no work history he was not eligible for part A and no social security check to get part B. I was able to work with him and set up a phone interview with Social Security to do an application for SSI (Social Security Supplemental Income), he was approved and at the same time was approved for the dual eligible Medicare/ Medicaid, so he can continue seeing his doctor. Now that he has some steady income coming in we are working towards getting him a phone and running water in his home.

❖ The local drug court one day sent a man to me who needed help with glasses. During the Homeplace enrollment interview it was discovered that he had no medical insurance- he had his Part A for hospitals and he had Part D for medications, but he was no longer receiving part B services and apparently hadn't been for many years. He is not able to apply for his part B benefits until January. I have him set up with a local clinic that has sliding scale options until we can get his Part B reinstated.

❖ After meeting me at a local black lung meeting, a woman came to the office to see if she could get help with a new partial plate of dentures. I did some calling around and compared prices. I found a dental clinic with reasonable prices and they are willing to take payments on the partial plate. The lady was so happy to know that she was going to be able to get her smile back and to no longer have trouble eating foods, and that it wasn't going to break the bank for her to get it.

❖ From the beginning of starting working here at Kentucky Homeplace, one of my clients that lived next door and I became great friends! The CHW who worked here prior to me had helped him in so many ways. He received hearing aids through a program Coach Calipari offered for seniors, completely free. He was so grateful for his hearing aids due to not being able to hear well as a child. He was very dependent upon them.

We also helped him receive a medication at a discounted price due to him never getting prescription drug coverage through Medicare Part D. He received it in the mail every three months for a much cheaper cost than a local pharmacy offered it. He also walked everywhere due to not having any transportation. Therefore, his medication was shipped straight to his door, which allowed him the convenience of not having to pay someone to take him to the pharmacy for pickup.

From the beginning of this year, my client had been having several health issues due to smoking. Last year I was able to participate with him in a smoking sensation class called The Cooper Clayton Method, where he received free Nicoderm CQ patches along with one on one health coaching and encouragement from a group setting hosted at my church. The event was hosted through a local program last year for folks in my community. The client did great and had quit smoking for a while then he unfortunately started back. This past July –October he had a couple cancer scares from a spot being found behind his ear, to a nodule that had grown on his lungs. He would just pop in my office needing company. Many times, I would meet him at the doctor's office to translate what the doctor would say due to him still having a hard time hearing and understanding. He had so many barriers that hindered him. He would like me to meet him there and go with him while the doctors discussed what the next plans would be. The world seems to stop for our clients that we are helping.

The beginning of November he had a few falls, while he was waiting to get a doctors appointment out of town for the cancerous growth on his lungs. I called a Kentucky Tobacco Quit Line. He was approved for Nicoderm CQ Patches once again and I helped coach him with texts that I received on my cell, to keep him from going over his minutes on his cell phone! The medication was free and shipped to his door. The doctor told him that he had to quit smoking and he was confident this time he would. We did many coaching calls and he had finally been able to quit smoking!

Recently he had an episode of falling again and had a trip by ambulance to our local Emergency room, it was determined in a CT scan that he had cancer in his lungs and it had spread to his brain. They flew him to a hospital out of town. During this entire relationship with my client, he had introduced me to his sister. She and I joked all the time about trying to keep him straight! She had went with him and kept me posted about the newly found diagnoses. They sent him home with Hospice due to everything being so progressive. She brought him back home for the last of his care to be home with her. With that being said, I helped get his medical records at his local doctors office. His sister needed them for insurance purposes with his burial plan. I had done a few home visits taking her pull-ups and diapers until Hospice had brought everything.

The great thing about Kentucky Homeplace is that we have the privilege of being the voice for the voiceless. We break barriers for that client that just cannot figure out what to do next. Most of all we love them and help assist in whatever the need may be from start to finish. I had called his apartment property owner and helped figure out the transition of moving everything out. Just to make things be a little easier for his sister. Recently my client that I loved so much passed away over Thanksgiving. It has been such an honor and special privilege to help make everything a little easier for the client. Many times, he would call on me instead of his sister! His sister even went as far as including my name in his obituary. He was more than a client but a very special man and friend that was thankful to celebrate his 70th birthday back in October. I will forever miss him and have his memories of office visits and many fun times together. I am thankful the job at Kentucky Homeplace that allowed me to play a unique role in the last few years of his life. He was always so thankful for everything that we offered him. Most of all for the friendship that had been created from a downtown office on Central Street.

All of this to say so many clients that do not have folks or siblings to help them. I think of all the good things we offered and helped him with to make things easier and more convenient. Most of all how sometimes we get to love people back to life that are alone. I am thankful the Lord allowed me to help him and be his friend.

❖ I have a person that has been my client for two years. She called and needed assistance with a bath chair, a food box and a few other things. She is unable to travel due to the lack of transportation in our area; she did not have anyone to go pick up the food box for her and was almost out of food. I had her to add me as a “Pick-up” person at our local food pantry so that I could receive the box for her. She called me back and was able to do that over the phone. I was not able to receive the food box that day from the pantry because they could not get it ready, so, I waited until the day of the food box pick-up to make a home visit for her. During this time, I had gathered a shower chair and a shower hose for her. I waited and picked up her food box and made a home visit. I delivered the food, brought her the shower chair, and hooked up the shower hose for her. She did not have anyone that could do that for her and she was not able to do it herself. She was elated. She

could now take a shower and not be fearful of falling. In addition, her pantry was fuller now from the food basket. My client is thankful that I was able to travel and help her. If I had not been able to do that, my client would not have had no way to get any food from the food pantry that month. She also thanked me for the shower hose and bench for her tub.

❖ I have been working closely with a client that has moved from another state within the last few months. She was a referral from a local hospital/home health. She is a paraplegic and had her control panel on her power wheelchair stolen. She had attempted to find the part but unfortunately had no luck. She lives on her own and is very dependent upon that chair to care for herself and to remain independent. I made a home visit to see how I could help. Once I met with her I realized she was past due for a brand new wheelchair through her insurance. We just needed to get an order written up from her doctor. I immediately called her doctor while I was there with her. After calling the doctor, I found out that she had been missing her appointments due to not having transportation. The client did not understand that with her insurance she was eligible to get rides to the doctor with a notice. We went ahead and got her scheduled to go see the doctor to get her order written for her wheelchair and refills on all her meds. She was truly grateful for the help she was given. She cried and thanked me several times. She said no one had actually taken the time to help her since she had moved here and was so thankful for Kentucky Homeplace.

❖ I recently had a returning client to come to the office to get help with dentures. The first time she came in was back in March this year for help with glasses. When she came to the office, she was so happy to see me and catch up. She was telling me about the summer and I asked her about Thanksgiving and if she was ready for the holidays. She stated that she was sad that she recently lost her daughter. She explained to me that her daughter had COPD, was on oxygen, and was not well all year long and it was expected, but it was still so hard to deal with right now. Losing a loved one is one of the hardest things that anyone can go through, especially if it is your own child. I chatted with her and her husband and when she left, she seemed relieved that she was able to talk to someone about it. Just being there as a friend and helper to get things out is so great for someone in her situation. I am so glad I have this job and can help my clients in so many different ways when they need it.

❖ I have been working with a client all year long with different medications. He is diabetic and has been on two different types of insulin. This patient is so kind and caring, and some days I feel he just comes by to chat and help relieve stress. That is the most rewarding feeling to know that the clients I work with everyday have built trust within me that they take time out of their day to come and just see how I am doing. It is a great feeling to hear and see how much we make a difference in our communities. I have been recently working with this client to get his renewals done to continue helping with the two insulins for the New Year.

❖ One of the local state agencies in my county referred a woman to my office for help. She had been receiving Medicaid but was no longer eligible. Her husband had started a new job and because of him working overtime, it caused her to lose her Medicaid. I went on to make this woman my client so that I would be able to help her with whatever I could. My client has cancer and would not be eligible for Medicare until February. This still does not mean she will be able to afford her medication that she desperately needs. Without insurance, I would not be able to apply for any types of grants for her. When she came into my office for her appointment, she begins to tell her story and

before she can even get started, she breaks down and tells me she does not know where she will get the money to buy her cancer medicine. She said the medication cost thousands of dollars and that the Medicaid insurance had always covered it. She was worried about being able to get the next round of treatment, which would be in 14 days. Her husband was working but this was not a \$20-\$30 medication that you can go buy for a week or month supply. After finishing the assessment I went to work to see what I could come up to help my client. The medication that my client needed was a listed on a program that I work with and it would be available to her at no cost. She leaped for joy when I told her. We worked together to get everything ready to go to the doctor's office for them to approve and sign the application. I faxed it to the nurse and then called to confirm that they had received it. The nurse stated that she knew that medication was very expensive and I told her that was the reason that the doctor needed to sign and fax it to the patient assistance program that day. My client was approved for the medication that will treat her cancer. She will receive this medication free until she no longer needs it. This client said she would not have made it if it had not been for Kentucky Homeplace being able to get her much needed medication.

❖ Last year I attended a health expo for dental, eye exams and free glasses, but the most exciting part of the whole health expo was getting to assist several of my clients with getting hearing aids. Yes, most of these people are friends, people that I see weekly, I have told these people for years that the program was available but none of them would go. I guess it was the not knowing what to expect is what kept them from going. I decided to get all the information I could about this health expo and the more I knew the more my clients could know and not be so scared or intimidated of the unknown. Well that did not work either – but when I told them I would go with them and walk them through it, the expo did not look or sound so bad to them. They just can't accept that there is someone out there that is willing to stop and take the time to help – **hearing is very important...** So I started educating my clients on this expo and had several clients signed up to go, several went and they got hearing aids. I now see my clients out in the community and it is wonderful to see them enjoying life. Not everyone knows what it like to have a hearing problem or a disability until it happens to them and it can happen overnight. Most of them would not have said that they had a problem, but now they say that girl at Homeplace helped me and she will go with you if you need her.

❖ During my Diabetes Self-Management Program (DSMP) several individuals made changes to improve their health. One individual who at one time was severely obese and suffered from diabetes had lost over 100lbs and was at a standstill, and could not lose the extra pounds.

He attended every class faithfully and was always asking about future meetings. After our third meeting, he came to me after class to report he had lost five pounds. This man shared with the class how his grocery list had completely changed as he was eating macaroni everyday thinking they were good for him not knowing they were full of carbohydrates until he learned how to read and understand food labels. He also shared how the plate method had helped him balance proteins, carbs and portions.

After our last class, he reported his A1C had dropped one point and he had lost 12lbs. He stops by my office regularly to let me know how he is doing. This individual has become not only a participant in a DSMP class but a friend who is a light to others struggling with a chronic disease. I have been able to utilize other resources in our community to help him with reaching his goal of becoming healthy.

❖ I had a home visit with a husband and wife that were unable to come in to the office for help with insurance. She is a diabetic and is handicapped in a wheel chair. Insurance wise, she has Medicare A & B along with a prescription plan, and he only had Medicare A. It was his choice in not taking Medicare part B when it was available to him because he said that they could not afford the “monthly payment” taken out of his check. They are the type people that do not ask for help, they make do with what they have. He bought many of her medications out of pocket when her insurance did not cover it. Recently he found out that he is facing some serious health issues. Paying \$500 cash to see a physician only to get a diagnosis that further testing and possible surgery needs to be done, he found himself in the situation of the doctor telling him to “get his insurance straightened out then call them back to get scheduled for January.”

He had missed open enrollment to buy a plan by just a few days. Not knowing what was available and what they were eligible for, he had spoken to someone in Frankfort and DCBS and also an insurance agent that told him “when you get Medicare part B, call me and I will come sign you and your wife up for the Medicare Savings Program”. During my visit, I called Benefind and was added as their Certified Application Assister on their case and I told the representative that I would be calling back as soon as I got back to the office to see what we needed to do.

Come to find out, they had applied for the Medicare Savings Program already, not knowing what it was. DCBS wanted a lot of information that needed to be uploaded, some of which we had plus a little we did not have yet. I managed to get the requested information after a three way call with client, insurance company and myself. On Thursday afternoon, everything requested had been uploaded to DCBS for them to finish working the case. The following week, I checked twice daily to see if the status had changed, it had not. On the seventh day, I called DCBS and spoke with a very nice lady. I explained the urgency of his case and the need to have his case worked so she worked it while I was on the phone with her.

They technically have 30 days to process all cases, so I was very grateful that she agreed to continue. They were approved for the QMB (Qualified Medical Benefits) in the Medicare Savings Program. What this means is effective 1/1/20, my clients will have Medicare and Medicaid. They will be receiving their full social security checks (no part B held out), their 20% that Medicare doesn't cover will now be paid and they will have help on prescription coverage as well. Now he can make his appointment for January and not worry about the financial aspect of it and concentrate on getting well.

❖ My client came in for help with insurance. She did not know what she had but she knew what she needed. She had visited a local office that assists people with these types of issues and they had signed her up for a stand-alone prescription plan to go along with her original Medicare. They had also signed her up extra help and the Medicare savings program. In our interview, she said she needed help with going to the doctor, dental and vision, but mainly getting her medications, which was 12 medications. I asked her why she had not looked at any Advantage plans and she said “they didn't show me any” so we looked at what was available to her. She was excited when I showed her the plans, especially the ones that were zero monthly premiums, zero deductibles. She wanted me to sign her right now. I enrolled her into one of the advantage plans available to her. One of many rewards that were offered was \$120 per quarter to order over the counter items. Being a diabetic,

having this extra money she would be able to get her diabetic supplies and other items without struggling. She was very excited when she left my office.

❖ Being able to help a husband and wife in my community get eye exams and glasses is something I am very proud of. Both of them suffer from diabetes and the wife has no insurance at all at this time because their income is a little over the guidelines for help to pay for her insurance. I was able to schedule them two eye exams here in town. She will have to pay for the exam and he will not. After the appointment, I was able to enter them into a program that we have access to that will provide them both with a free pair of glasses. They brought their eye prescriptions into me and were qualified for help because they have a certain monthly expense that they have to pay. They were both very grateful for the help that we at Homeplace gave them.

❖ I had the opportunity to help my client who is 84 years old. She suffers from several chronic health conditions that keeps her from eating enough and she was in need of adult diapers. After contacting her insurance, we found out that they do not cover nutritional drinks or pull-ups that would help with her daily living and her caloric nutrition for survival and wellbeing. After filing out the necessary paper work for her, I sent the information to her primary care doctor and we were able to apply for nutritional help in the form of protein drinks. I then submitted her application for help to a Nutritional Program and she qualified based on her need and income. She is now able to receive monthly shipments of Ensure. I was also able to supply her with adult pull-ups. I was so happy to help this little lady. She is a part of my community and it is very rewarding knowing you are able to help with the resources that we have access to that she otherwise would have known nothing about.

❖ I have a couple of people that stick out to me whenever I think about the past few months, a gentleman came into my office one day, just one day before he had seen his doctor and she told him it was time for him to go on a different medication for his diabetes. He took the script to the pharmacy, he has no prescription coverage and was told this new medication would be \$600/month! Someone referred him to our office and he walked in not sure that he would even qualify, we did all of the necessary paperwork and I was able to access the medication for him FREE! He was so grateful and kept saying how he could not thank me enough.

❖ Another gentleman that sticks out is an older man in a wheelchair that had recently just found a place after being homeless. He couldn't read and was needing help with many things as far as getting everything changed over with his social security and insurance and help with scheduling his transportation for doctor visits. After a couple different visits we were able to get it all squared away for him and seeing the relief on his face was worth it all, he gets nervous when talking to others and was very grateful for my help.

❖ I had a client come into my office needing help with eyeglasses. We picked out frames she brought her eye exam everything was just as normal. When I received her glasses, I called her and she came in to pick them up. She was so excited, Just to find out they were not exactly how they were supposed to be. So I apologized and told her I would try my hardest to fix the mistake and have them replaced for her. After speaking with the manufacturer over email and phone, I really thought I was not going to be able to get them replaced. I looked into other programs but she did not qualify. So as frustrated as I was over my own mistake, I called the original manufacturer again explaining the situation, AGAIN. Speaking with a different operator we finally came to a solution. So after

completing all the steps to get these glasses replaced, I called my client to let her know. When I told her, she began crying on the phone thanking me over and over again. She thought she was not going to be able to get any glasses but was over the moon when I told her I would be able to get them.

❖ I began working with a client whose family I had known for years. He is an older man and a veteran who has had some issues with his hips and a stroke that slowly has taken away his mobility a little at a time. He was referred to me by his doctor's office with a prescription for a ramp to be put onto his vehicle. He had reached a point in his life where he uses a walker, could hardly stand but was able to sit and drive he just could not get in and out of the vehicle.

I searched the internet and called everyone I could think of including any programs for veterans in hopes that someone would help cover the cost of the ramp for him. He was not able to finance the quotes we received because they were expensive. He considered a portable ramp but local mechanics said it would be difficult because he would be unable to release the ramp from inside of the vehicle and may actually cause more harm. He spent many hours in my office while we searched for something and kept being denied one right after the next because the year of his van was a 2002. Sadly, the majority of the options were not going to work because they required that the vehicle be less than 10 years old. With his fixed income, he could not afford a car payment just to be approved for a ramp.

Throughout the months that followed we worked on other things, he got diabetic shoes, a pair of eyeglasses, and we regularly worked on health education thinking of ways he could make changes in his life if he cannot transport himself. I also saw a decline in his mobility during this time and he slowly started moving from a walker to a wheelchair when his doctor told us that once he spends the majority of his time in a wheelchair he likely won't walk again. We came across a program that would require us to complete a lengthy application and write a letter along with documentation of his need. We completed the application and waited on a reply.

We continued to wait and followed up weekly in the meantime with each other to see if either of us had received any information about his request for a wheelchair ramp. As his health continued to decline, he finally decided to give up. Just as he did, we got a letter in the mail saying he was approved for almost 4000.00 to get the ramp but some time passed and when he hadn't heard anything else, he was discouraged once more. I called and spoke with a representative from the program who said that doesn't mean he actually gets the money but that if they have a resource for the money then he is approved to receive some of the funds and the estimate is what they determined he might need.

Months pass and we still worked on ways we will deal with his deteriorating health as it has been quickly approaching but then he gets a call from a lady who works with the program asking if there was a place he could meet her and discuss the repairs of the vehicle. He and his daughter, already at McDonalds met her there. She came immediately to them from Lexington, looked at the van, and made some phone calls about the van and what the requirements would be. After speaking with a company who specializes in these types of modifications they recommended that in his condition, he needs more than a ramp. They gave an estimate as to what it would cost to not only put in a ramp that was electric on his older van but they also decided that he should be able to be foot free to avoid accidents since he has difficulty walking already. They offered to include the brake/gas hand pedals on the steering wheel and remove the old set so that it could accommodate the power wheelchair.

Originally we were happy enough just to think there was a chance that he would get a ramp for the vehicle and even then we thought it would require someone to go to town with him every time to assist with the ramp. Instead of the initial amount of approved funds, he was awarded enough money to make his entire van handicapped accessible so that he can use the ramp and drive himself while never leaving the wheelchair. Tomorrow he will be taking the van to Lexington to have the repairs started. They ensured him that should he ever have to change vehicles for whatever reason they would be happy to change over any equipment because it would be paid in full. My client was so excited that he wanted me to share this with someone and to tell everyone not to give up as he almost did.

He thanked me many times and noted that it was like winning the lottery right at Thanksgiving and that is something you never think will happen when you have worked your entire life and you are now too sick to continue to and your low income holds you back when it comes to your health. He plans to make a special trip to the office for me to see and take pictures of his van so he can share the excitement. When I told him that we regularly choose a special story to share when a client gets what they needed, he specifically asked that I write this story about him so that he hopes someone else knows how his Community Health Worker made such a difference in his life. He thought getting this story out to someone else would make him feel even more like a celebrity. Today is just as exciting to be a Community Health Worker as he is excited about being able to live a normal life.

❖ I had a client to come in and wanted to find a new doctor in our area. She recently moved here from another state and did not know the area very well. She had moved in my area to live beside her sister. She needed to find a new doctor due to having asthma. I wrote down a list of numbers and doctors names in my county and we were able to get her into a doctor as a new patient. My client also needed assistance with paying for a prescription inhaler. I sent her with an application that needed signed by a doctor so that we could get an inhaler as quickly as possible. After a few weeks, she was able to bring me back her prescription and I was able to fax this to the pharmaceutical company. Within a few days, the program approved her for the inhaler. She is now be able to receive her inhaler for a year at no cost. She was so glad that she came to see me. My client can now rest easy at night knowing that she will have her medication.

❖ I had a woman come to me for assistance with finding a new doctor. She and her sister had moved in my area from another state. She had some health problems that needed attention and she was out of her medications. She had not located a doctor in this area. She had no insurance, was not eligible for Medicaid and her budget could not afford to purchase insurance. I knew she was eligible to see a doctor at a free clinic in my town, so, I scheduled an appointment for her. After she saw the doctor there, she came back into my office with a list of medications that she needed help with. I prepared the applications for each medication and the doctor signed them the same day. I mailed the applications and the client was so relieved that I was there to be able to help her. The state that she came from did not help or have the type of lending hand that Kentucky Homeplace has and offers. Kentucky Homeplace was an answer to her prayers. She referred her sister to come see me as well, in hopes that I could be able to help her. I was able to help her too.

❖ A new client came into my office. She was referred here from a clinic to see if I could help her get a few things that she needed to start her new home. We talked about her situation and what

her real needs were. A local man with rental property had agreed to help her with rent for the first month. So that was a huge start. I spoke with the ladies at a local thrift shop and they were willing to let me help this client go shopping. We were able to find curtains, clothing and household items. She was so thankful. When she left the office, she was smiling not tearful like she was when she came in.

❖ I had a client to come in this quarter that was having problems with his feet. After our interview, I was able to get him connected to local agency to get his diabetic shoes. I referred him to an agency to assist him in getting help with housing and he is now working on getting his Social Security. He is having problems with his memory and has not been able to work for the past year. I will continue to work with him and assist him in getting the services he needs.

❖ I had an elderly female client who was brought in by her daughter who lives in another state. She came in seeking services to help alleviate her financial burden now that she is a widow and on a fixed income. I was able to go over all of our services with her. I scheduled her an eye exam with a local eye care provider and started the process to get her a free pair of glasses since she had not had a new pair in several years. We also started the process for hearing aids, something that she did not think she would be able to afford due to not having knowledge of the program. I was able to check eligibility guidelines for qualifying for extra help for her Medicare premiums and copays. She was eligible to have her monthly premiums waived, as well as qualifying for extra help with her copays on her medicines at the pharmacy. I referred her to DCBS to start that process as well as applying for SNAP benefits. Finally, we are setting her up to attend a free mobile medical clinic coming to this area soon. I was able to work with my program director and get information to advise her on what time she should be present to get dental work done since early mornings are very hard for her. I am still working with her to help find additional resources she may not be aware of. She is a cancer and stroke survivor. Her daughter was very worried about being able to find these resources for her and I think I was able to help alleviate some worries and financial burdens for the family.

❖ December brought a flood of insurance related clients to my office. Marketplace plan premiums increased for most everyone for plan year 2020. One client's plan, which previously had a premium of less than \$100 dollars, was due to increase to over \$500 beginning 01/01. Using the marketplace plan finder, I was able to find a plan with a different company for him that offered better coverage for him for much less, than the previous plans rate. We got him enrolled that day and he was so thankful for the tool and said he would not have known or been able to do it on his own and would have let his coverage terminate to avoid paying the high premium. I was able to eliminate that barrier for him and it allowed him to keep affordable health care coverage.

❖ I had a client come into the office to get help with Extra Help. She has Social Security and was paying for her Part B insurance with Medicare. I was able to help her apply for the Extra Help and get QMB through the state to pay the co-pays for her medicine. She had received a letter stating that she was going to lose her Medicaid in January. The state approved her for the Extra Help and

she received the QMB card. She will not have to pay the extra money for the Medicare Part B. She came back to the office and was very happy with having the extra money to be able to pay her bills.

❖ I had a client come in to see me because she was not able to afford hearing aids. I discussed a program that provides hearing aids for low-income people with her and how much she would have to pay for them. She stated that she could get her family to help her pay for the hearing aids. I helped her fill out the application and made her an appointment to get the hearing test. She went for the hearing test and found out that she needed both hearing aids. Her family was able to help her pay for the hearing aids and she is waiting for them and is looking forward to be able to hear better.

❖ This quarter I got a referral that a woman needed some help with housing. She had been living with family and friends and needed to get into housing to be able to continue through the program she was working with. After several calls and a local church helping, she was able to move into a one-bedroom apartment, got first month rent, and utilities' paid. I am still helping her with furniture and household goods.

❖ I received a phone call from a clinic that had a patient that needed help with getting dentures. I scheduled an appointment for this patient. The patient came and in and told me that she was having dental surgery and they were supposed to only pull her back teeth, but when she woke up, they had pulled all her teeth. Therefore, she was without any teeth and needed help with getting a full-set of dentures. The lady handed me a paper with a name and number and said I was to call and talk to the person whose was name on the paper. Right off, I knew the person and made the phone call. After speaking with the person, she let me know that their agency would pay for her dentures, and for me to setup the appointment. The woman had no idea that was going to happen; she just cried and said I did not know what I was going to do.

Client Satisfaction Survey Results

Each quarter clients who receive services from Kentucky Homeplace are randomly selected and mailed a satisfaction survey with a stamped, return addressed envelope. Five surveys per CHW are mailed to clients. Below are some of the comments received this quarter.

-Judy has been such a blessing to my wife and me. We would have had to do without meds we could not afford. We are thankful for all the help. God Bless.

-She makes you feel at ease, and she is always smiling and wants you to get what applies to your needs. She's a very loving and concern worker.

-I went for hearing aids, going 2nd to Lexington, Very thankful for this service. Mary is highly qualified for her job. Is excellent on personality.

-Mary is the most perfect person for the job. Always friendly and helpful.

-I appreciate Mary more than I could write down. She helped me with this I could not do my self. I had tried for 2 yrs. She got it done within a month. We were desperate. We were in trouble with insulin Mary got it done I appreciate her more then she will ever know. I thank you all

-I find Samantha to be quite pleasant and understanding. She makes sure my needs are met and never hurries me or acts impatient. I'm very pleased and grateful for Kentucky Homeplace's services and feel Samantha is an asset to the office

-Samantha is always there when I need her and if she doesn't know the answers or how to help me she will find out. I am very thankful to have Ky. Homeplace and Samantha. I can not say enough how much and how many times she has helped me. Thank you so much.

-Samantha is very good with her job and taking care of our needs. Sweet, caring young lady

-I just went to get eye glasses. She was very helpful and kind and is very sweet girl. I real like talk to her. She was very helpful in finding me a pair of glasses.

-She did offer any help to pay for my dentures

-Katie is a very nice young woman. She was professional & nice & Patient with me. I liked her & appreciate her kindness.

-Katie is very good at her job and very helpful to me. I could not ask for any better

-Couldn't have asked for better help. Really appreciate Ashley's help.

-Polly is a good person she helps a lot when you ask her questions that you don't understand. I enjoy talking to her cause of her knowledge and understanding she gives to all when questions are asked. Thank you for believing in her and all that work with her they are so kind I wish a lot of people were like her. She is so nice & honest. Thank you-client signed her name

-Kala is very good at what she does. She has helped me several times. She has also helped members of my family. I love sitting and talking with her

-She is a shining example of customer service!

-That was a great program to learn from and you could not have anybody more qualified to teach and help you. Thanks Angela

-Shelly was extremely helpful in all of my needs. Some of the questions I cannot answer because they were earlier in the year. My husband had a blood clot stroke in Oct with a lot of brain damage and as you can imagine our lives have changed. I do want to thank KY Homeplace for all the help. Merry Christmas and God Bless

-Shirley always does her best to help.

-Shirley is a very nice and helpful lady. She has changed my life and walked through some pretty bad times with me. I enjoy going to see her and learn new things that are offered. I appreciate her and the services she projected.

-She help me she goes all the way out she help me when no one help me

-Thankful for this place in our area

-Darla goes far beyond her job in helping & taking care of her (people) clients. She is like family to us.

-Kathy was very helpful with every worker was helpful and friendly good to have her

-1 to 10. 10 being best she is 11. Thanks for all your help

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